e-Zest
An Accion Labs Company

G-Cloud
Service Definition Document - Lot 2a

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1 Introduction Summary

e-Zest Solutions Ltd, brings a proven **AI-first, platform-led innovation engineering approach** to the delivery of ISaaS applications, combining deep systems expertise with accelerators, frameworks, and GenAI-driven automation. As a global innovation engineering firm with over **5,500+ professionals**, **1,500+ projects delivered**, and **25+ proprietary accelerators**, e-Zest enables organisations to operate, secure, integrate, and modernise complex IT environments at scale.

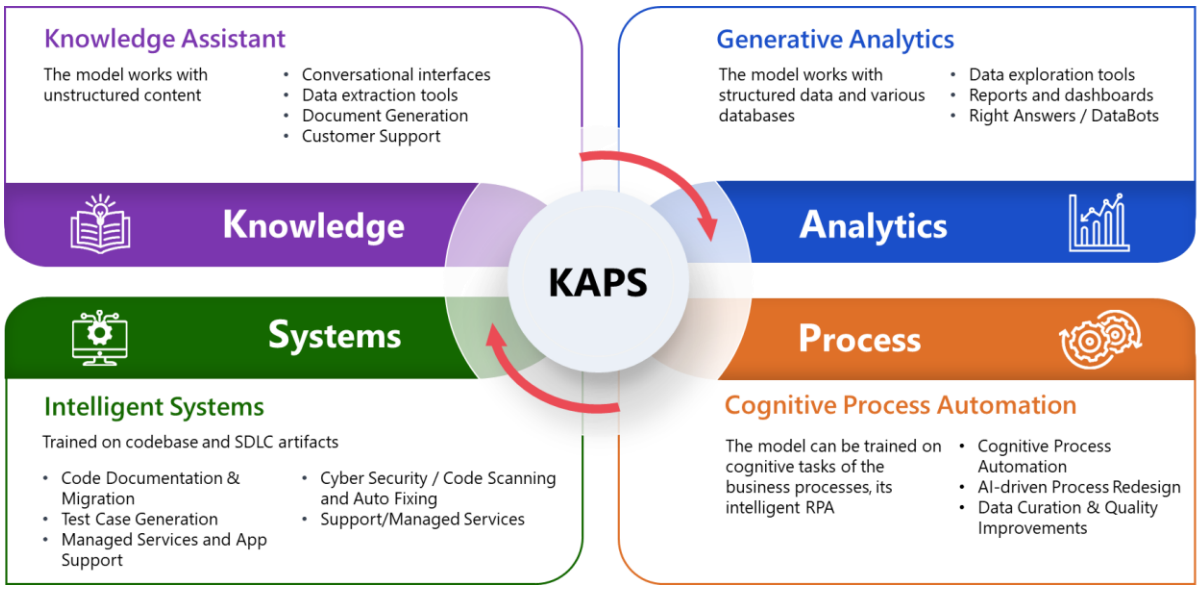
For Lot 2a, our approach is anchored in operational resilience, automation, and governance, aligning directly with the service areas of IT Operations Management, IT Service Management, Security, Integration & Orchestration, and Deployment-centric Application Platforms defined in the Service Definition Document.

We leverage **e-Zest's accelerator ecosystem** including **Cloud Map** for cloud provisioning and cost optimisation, **AzureSmart** for cloud-native platforms, **Act-Ion** for event-driven automation, and **DevOps Playbook** for maturity assessment and CI/CD enablement to reduce delivery timelines, improve consistency, and lower operational risk.

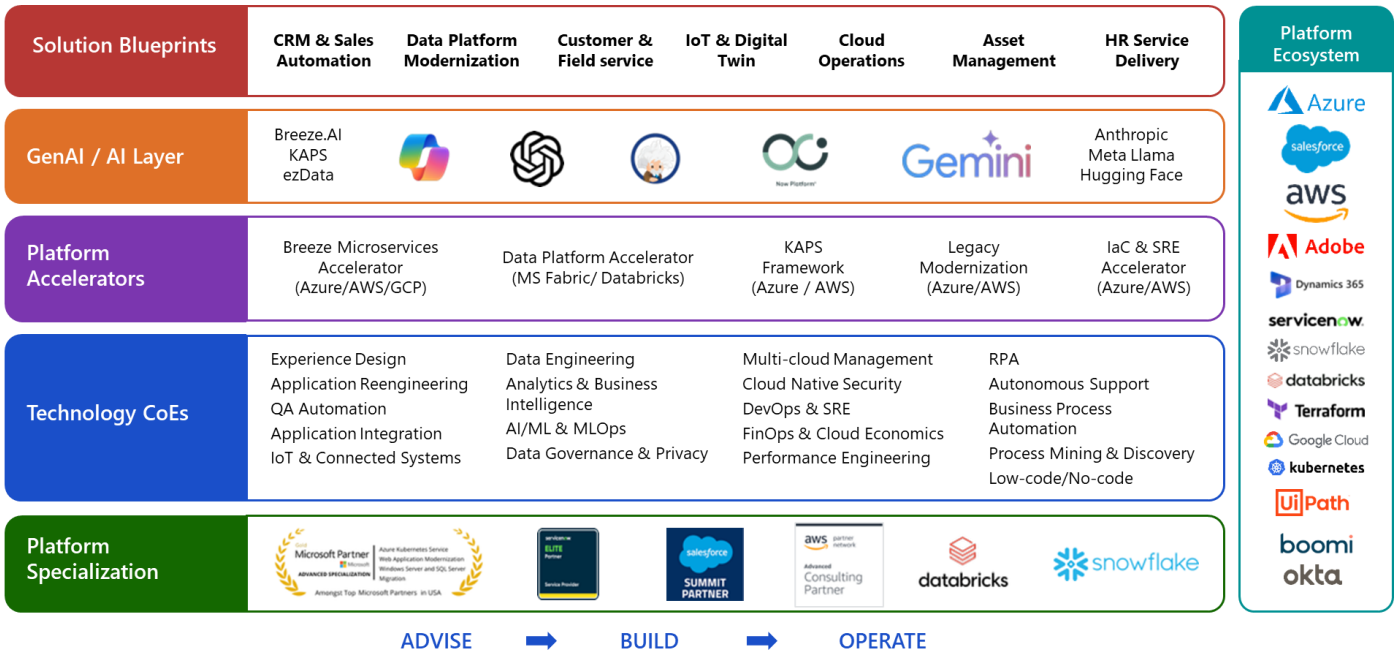
A key differentiator for Lot 2a is our **GenAI-enabled operations and security model**, powered by e-Zest's **KAPS (Knowledge, Analytics, Process, Systems) framework**. KAPS enables:

- **Knowledge-driven operations** through AI assistants for incident resolution, documentation, and support,
- **Analytics-led observability** for proactive monitoring, capacity planning, and security analytics,
- **Intelligent process automation** using cognitive RPA and event-driven orchestration,
- **System-level acceleration** across cloud, DevSecOps, IAM, and CNAPP implementations.

KAPS: Our Generative AI Adoption Framework



e-Zest's Symphony Platform



Our Value Additions & IP

The following outlines our key value additions and intellectual property (IP) assets.

Frameworks

- **e-Zest Breeze**
  Containerized Microservices Framework
- **e-Zest Maze**
  Decentralized App Dev Framework
- **Nexial**
  Low Code Test Automation Framework
- **Hooked On Talent**
  Recruitment Automation Framework
- **Unity**
  Digital Transformation Framework
- **DevOps Playbook**
  DevOps Maturity Assessment, Planning and Design

Accelerators

- **Act-Ion**
  Event Based Business Automation
- **Tab It**
  Content Delivery & Collaboration
- **Cloud Map**
  Cloud Provisioning & Cost Optimization
- **BIVA**
  Data Visualization Dashboard Configurator
- **API Engine**
  Entity Microservice Code Generator
- **Azure Smart**
  Cloud Native Data Platform based on Microsoft Azure

Blueprints

- **KPI Extraction**
  Data Refinement for KPI based Business Analytics
- **Batch Ingestion**
  Data Ingestion for Large (Multi TB) Data Sources
- **Change Data Cap**
  Data Ingestion for Change Data Capture
- **MDM**
  Master Data Management Architecture Blueprint
- **Streaming Data**
  Data Ingestion for Streaming Data Capture
- **Feature Extraction**
  Model Based Denormalized Y-Xn Data Mart Blueprint

Components

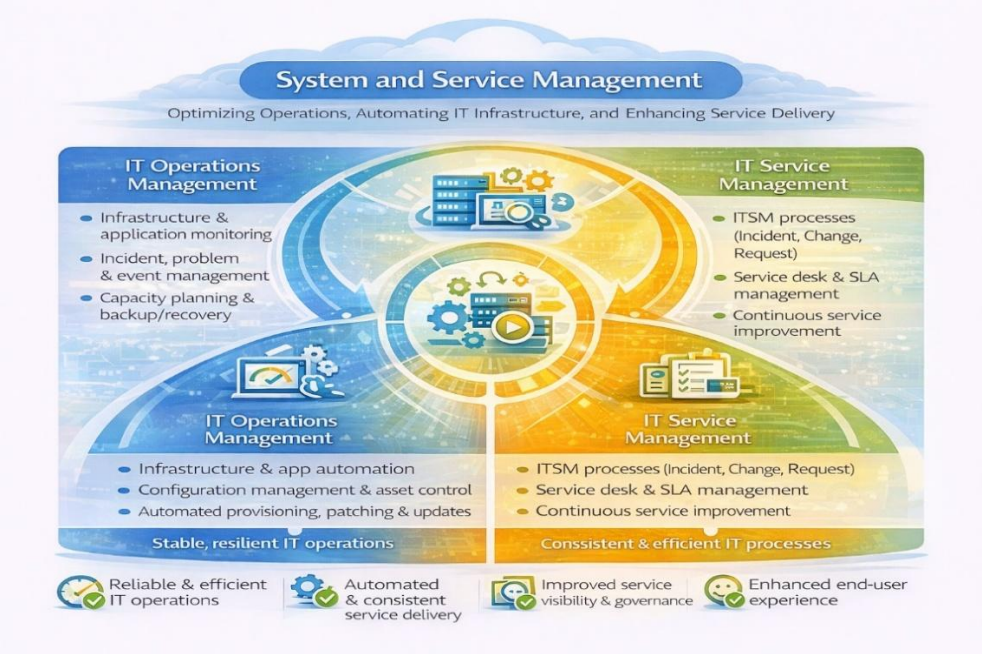
- **Zephyr**
  Conversational Interface / Chat Bot Component
- **Cognitive Search**
  Search Engine for full text search based on Elastic
- **Data Extractors**
  Data Extraction Connectors for all RDBMS and flat files
- **Semantic Layer**
  Semantic APIs powered by AtScale or Dremio
- **Data Wrangler**
  Automated Assessment of Data Models and Data Quality
- **Fuzzy Data Match**
  Automated Textual Mapping for Domain Data

2 Systems Infrastructure Software

2.1 System and Service Management

Overview

e-Zest's System and Service Management services help organizations operate, automate, and manage IT systems efficiently and reliably. We enable stable operations, proactive service management, and continuous improvement through automation, standardised processes, and service governance.



2.1.1 IT Operations Management

Purpose

Ensure high availability, performance, and reliability of IT systems and infrastructure.

Key Activities

- Monitoring and management of infrastructure and applications
- Incident, problem, and event management
- Capacity planning and performance optimisation
- Availability, backup, and disaster recovery management

Outcome

- Stable and resilient IT operations

- Reduced downtime and operational risk

2.1.2 IT Automation and Configuration Management

Purpose

Improve operational efficiency and consistency through automation and configuration control.

Key Activities

- Infrastructure and application automation
- Configuration management and asset tracking
- Automated provisioning, patching, and updates
- Policy-based controls and compliance automation

Outcome

- Faster operations with reduced manual effort
- Improved consistency and compliance

2.1.3 IT Service Management

Purpose

Deliver structured, customer-focused IT services aligned with business needs.

Key Activities

- ITSM process design and implementation (Incident, Change, Request, Problem)
- Service catalog and SLA management
- Service desk and user support enablement
- Continuous service improvement and reporting

Outcome

- Improved service quality and user satisfaction
- Transparent and governed service delivery

2.2 Security

Overview

e-Zest's Security services provide a comprehensive, layered security approach to protect cloud and enterprise environments. We help organizations secure applications, identities, endpoints, networks, and data while ensuring visibility, compliance, and risk governance across the digital ecosystem.

2.2.1 Cloud Native Application Protection Platform (CNAPP)

Purpose

Secure cloud-native applications and workloads across the development and runtime lifecycle.

Key Activities

- Cloud security posture management (CSPM)
- Cloud workload protection and runtime security
- Container and Kubernetes security
- Shift-left security and DevSecOps integration

Outcome

- Reduced cloud security risks
- Secure and compliant cloud-native applications

2.2.2 Identity and Access Management (IAM)

Purpose

Ensure right access for the right users at the right time.

Key Activities

- Identity lifecycle and access governance
- Role-based and policy-driven access controls
- Multi-factor authentication and single sign-on
- Privileged access management

Outcome

- Reduced identity-related security risks
- Improved access visibility and control

2.2.3 Endpoint Security

Purpose

Protect end-user devices and endpoints from threats.

Key Activities

- Endpoint protection and detection (EDR/XDR)
- Device compliance and posture management
- Threat detection and incident response
- Patch and vulnerability management

Outcome

- Improved endpoint resilience
- Reduced risk of breaches via endpoints

2.2.4 Network Security

Purpose

Secure network infrastructure and data flows.

Key Activities

- Network segmentation and firewall management
- Secure connectivity (VPN, Zero Trust Network Access)
- Intrusion detection and prevention
- Network traffic monitoring

Outcome

- Reduced network attack surface
- Secure and reliable connectivity

2.2.5 Security Analytics

Purpose

Provide real-time visibility and threat intelligence.

Key Activities

- Security monitoring and log analytics

- Threat detection and correlation
- Security information and event management (SIEM)
- Security operations analytics and reporting

Outcome

- Faster threat detection and response
- Improved security situational awareness

2.2.6 Data Security

Purpose

Protect sensitive and critical data across its lifecycle.

Key Activities

- Data classification and protection
- Encryption and key management
- Data loss prevention (DLP)
- Secure data sharing and access controls

Outcome

- Reduced data leakage risks
- Improved data confidentiality and integrity

2.2.7 Governance, Risk and Compliance (GRC)

Purpose

Ensure security governance, regulatory compliance, and risk management.

Key Activities

- Security policies, standards, and controls
- Risk assessments and compliance audits
- Regulatory alignment (ISO, NIST, GDPR, etc.)
- Continuous compliance monitoring and reporting

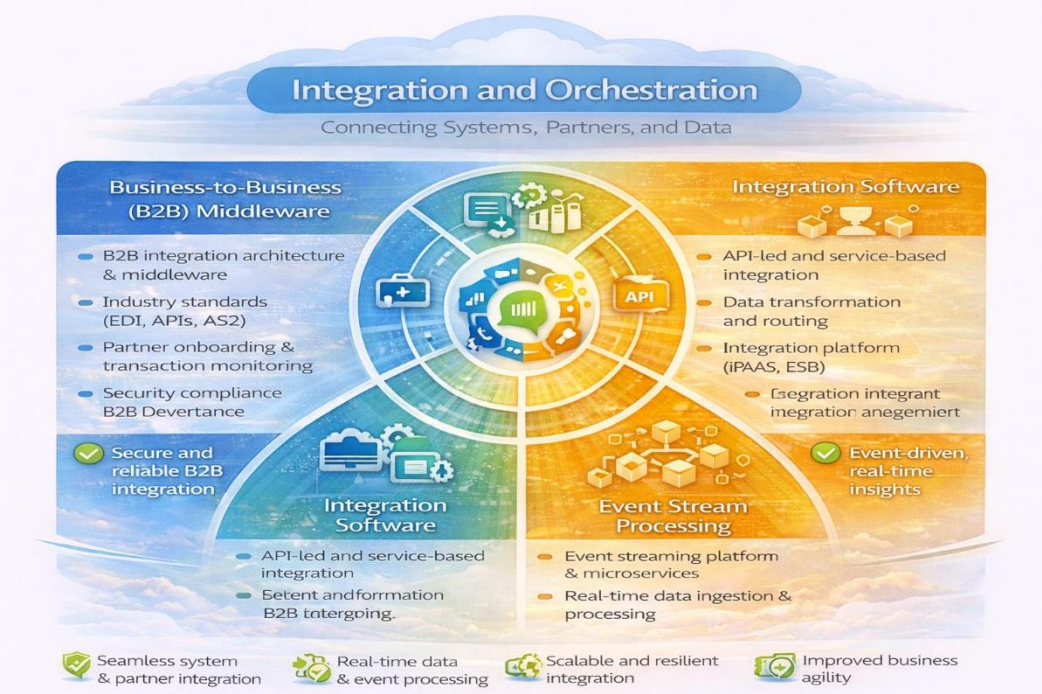
Outcome

- Strong governance and compliance posture
- Reduced regulatory and operational risk

2.3 Integration and Orchestration

Overview

e-Zest's Integration and Orchestration services enable seamless, secure, and scalable connectivity across enterprise systems, partners, and digital platforms. We help organizations integrate applications and data, orchestrate business processes, and support real-time, event-driven architectures.



2.3.1 Business-to-Business (B2B) Middleware

Purpose

Enable secure and reliable integration with external partners and ecosystems.

Key Activities

- B2B integration architecture and middleware implementation
- Support for industry standards and protocols (EDI, APIs, AS2, etc.)
- Partner onboarding, transaction monitoring, and error handling
- Security, compliance, and governance for partner integrations

Outcome

- Faster and more reliable partner connectivity
- Improved visibility and control over B2B transactions

2.3.2 Integration Software

Purpose

Connect applications, data sources, and services across the enterprise.

Key Activities

- API-led and service-based integration design
- Data transformation and message routing
- Integration platform implementation (iPaaS, ESB)
- Integration monitoring and lifecycle management

Outcome

- Simplified and scalable system integrations
- Reduced integration complexity and maintenance effort

2.3.3 Event Stream Processing

Purpose

Enable real-time data processing and event-driven decision-making.

Key Activities

- Event streaming platform design and implementation
- Real-time data ingestion and processing
- Event-driven microservices orchestration
- Monitoring, alerting, and stream analytics

Outcome

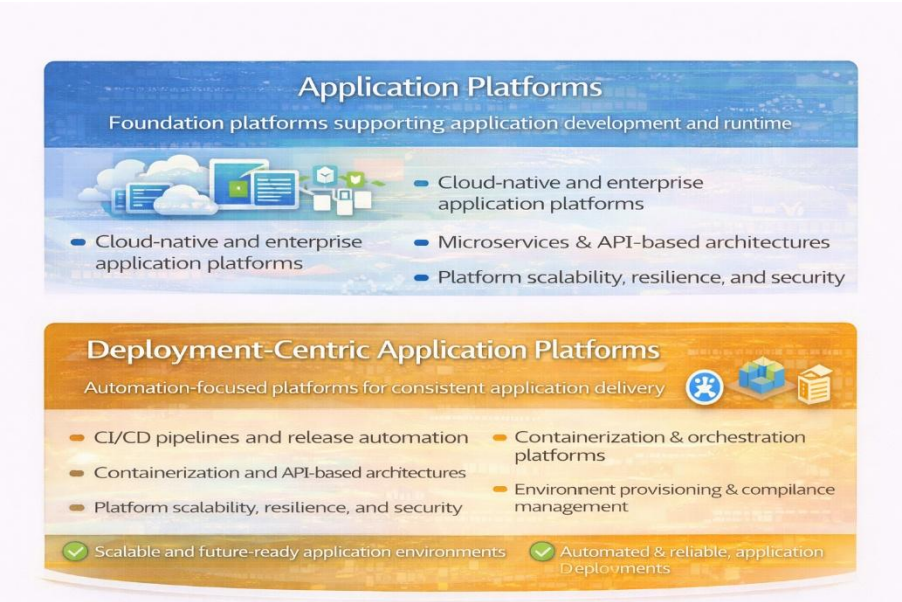
- Near real-time insights and responsiveness
- Scalable and resilient event-driven architectures

3 Application Development and Deployment

3.1 Deployment centric application platforms

Overview

e-Zest's Application Development and Deployment services help organizations design, build, deploy, and scale applications efficiently using modern platforms and deployment-centric architectures. We enable faster time-to-market, scalability, and operational reliability through cloud-native and DevOps-driven approaches.



3.1.1 Deployment-Centric Application Platforms

Purpose

Enable automated, reliable, and repeatable application deployments.

Key Activities

- CI/CD pipeline design and implementation
- Containerization and orchestration (Docker, Kubernetes)
- Environment provisioning and configuration automation
- Release, rollback, and deployment governance

Outcome

- Faster and safer application releases
- Consistent deployments across environments